

# Web BL Printing – CMA CGM Group eBusiness

## BL Printing – Original (Software Installation)

### Note:

- a) In order to print the document, please install the latest “**Adobe Acrobat Reader.**”
- b) In order to display the original BL, you should have “**FileOpen**” **plug-in** installed on your computer (one-time installation).

If your system is not installed with this plug-in or if you are not sure if you already have it installed, kindly install the plugin from File Open website:  
<http://plugin.fileopen.com>

[Installers](#)   [FAQ](#)   [Removal](#)   [Contact Us](#)

### FileOpen Client Installers

FileOpen Systems provides a set of free plug-ins and viewers that can be used to access documents encrypted with the FileOpen software. These include plug-ins for Adobe Acrobat™ and Reader™, and standalone viewers for handheld platforms. If you landed on this site while trying to open PDF document, that means the publisher requires you to install FileOpen plugin to access the file. Note that installation of the FileOpen Client software is not sufficient to enable opening of documents, the publisher’s permission is also required. [Click here for plug-in uninstall/removal instructions.](#)

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#### FileOpen Plug-in Installers for Windows

<b>Windows Installers</b>	<a href="#">FileOpen Exe Installer [998] (recommended)</a> <a href="#">MSI Installer for 64-bit systems [998]</a>
<b>System Requirements</b>	64-bit Windows 10 or later, Server 2016 or later Adobe Reader/Adobe Acrobat 9.0 or later

**Which installer should I choose?**

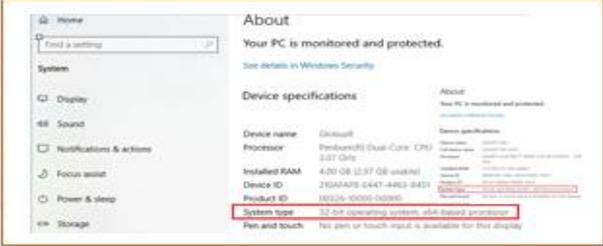
We recommend the .exe installer for normal interactive installations as it will install the correct version for your platform.

The .exe and .msi installers are equivalent. We provide .msi installers for network deployment by system administrators.

**If your system type is 32 bit, please click here**

For 32-bit and/or older versions of Windows use the 0996 Exe Installer

**How to check your System type in your computer (whether 32 or 64 bit?)**  
1) Select the Start button, then select Settings > System > About . Open About settings.  
2) At the right, under Device specifications, see System type



2) Please click to open the [FileOpenInstaller.exe](#) and click Next to install the [FileOpen](#) in your computer.



c) Original BL will be printed on System's **default printer** only. So kindly update your printer to default printer under system control panel.

d) Kindly **update your Browser setting** as below:

## BL Printing – Original (Browser Settings)

### Internet Explorer

No setting change required. Version 9.0 & above supported.

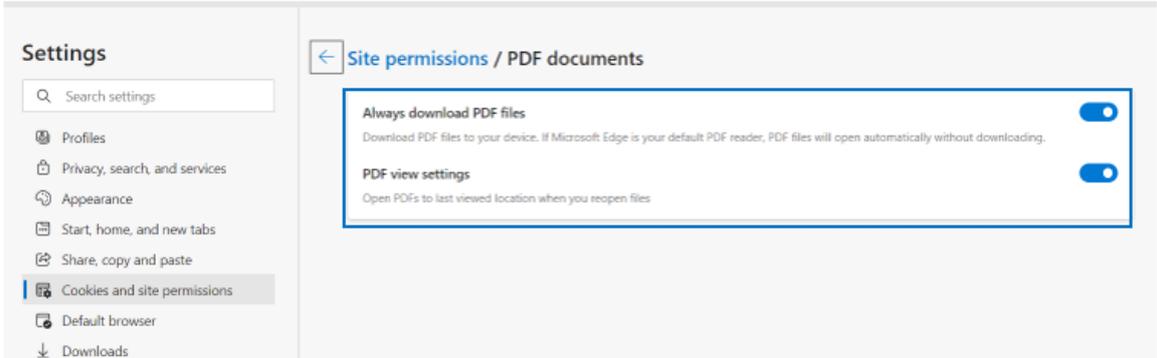
### Microsoft Edge

Go to the below URL in MS Edge: **edge://settings/content/pdfDocuments**

### Microsoft Edge

Please disable the inbuilt PDF viewer in EDGE to print the OBL.

1. Go to the below URL in MS Edge: **edge://settings/content/pdfDocuments**
2. Enable – Always download PDF files



The screenshot shows the Microsoft Edge settings interface. On the left is a 'Settings' sidebar with a search bar and categories like Profiles, Privacy, Appearance, and Cookies and site permissions. The main area is titled 'Site permissions / PDF documents'. It contains two sections: 'Always download PDF files' with a toggle switch turned on, and 'PDF view settings' with a toggle switch also turned on. A blue box highlights these two sections.

## Google Chrome

Go to the below URL in **chrome://settings/content/pdfDocuments**

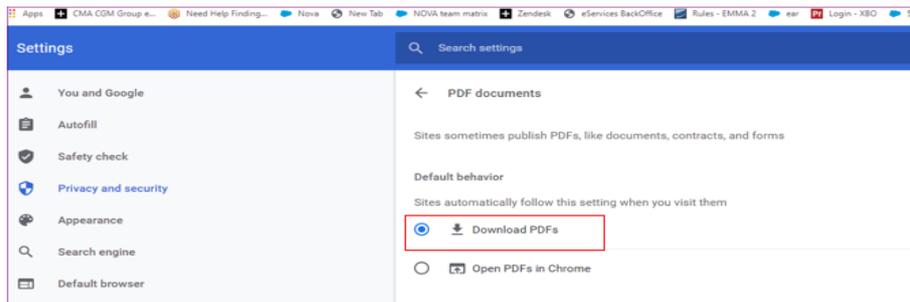
Disable built-in PDF Viewer in Google Chrome:

1. Go to Chrome –

**chrome://settings/content/pdfDocuments**



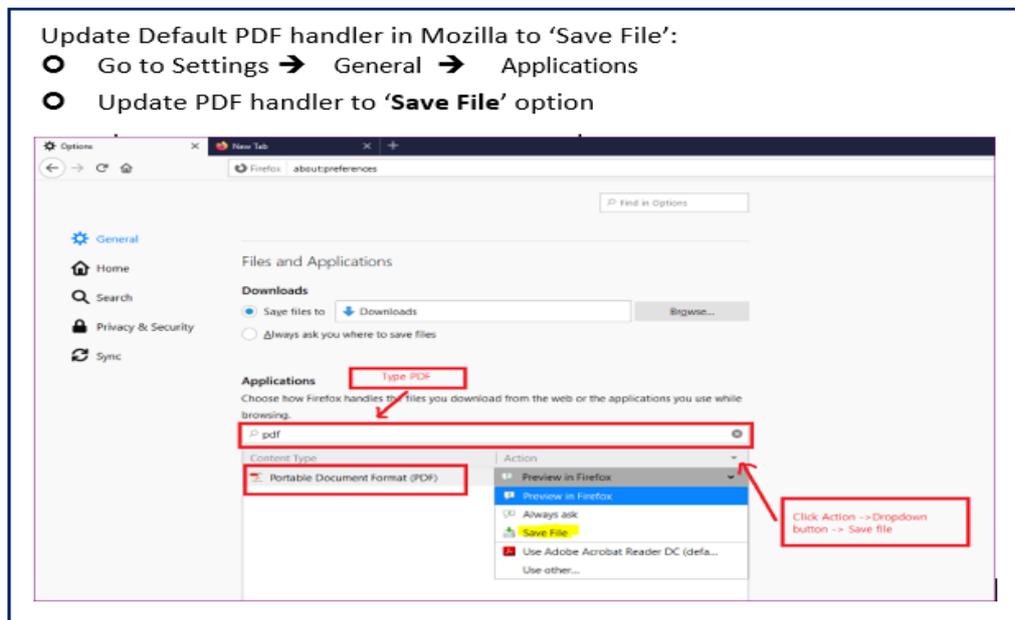
2. Enable 'Download pdf files instead of automatically opening them in chrome' option



## Mozilla Firefox

Update Default PDF handler in Mozilla to 'Save File':

- Go to Settings → General → Applications
- Update PDF handler to 'Save File' option



Once you have completed above instructions, you can **access your Original BL** in eBusiness.

# Login to CMA CGM Group eBusiness



[www.cma-cgm.com](http://www.cma-cgm.com)



[www.anl.com.au/](http://www.anl.com.au/)

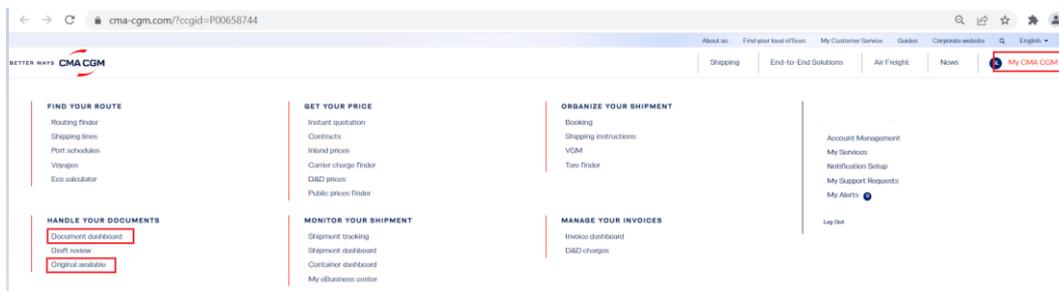


[www.cnc-ebusiness.com/](http://www.cnc-ebusiness.com/)

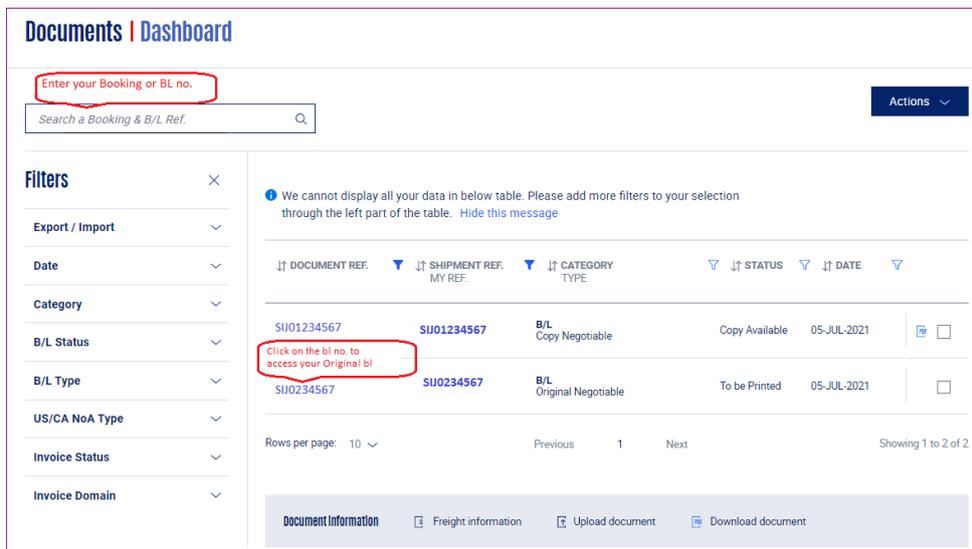


[www.apl.com](http://www.apl.com)

## 1) Go to My CMA CGM - Document Dashboard or Original Available



## 2) Search by Booking or BL no. then click on the BL no. to access the OBL.



## 3) Click on "Download and Print OBL" to download the Original BL for printing

Home » eBusiness » Documents » BL Details

**BL SIJ01234567** Actions Download and Print OBL

Booking Ref. **SIJ01234567**
B/L Status: **Available**
POL: **SINGAPORE, SG**
POD: **RABAUL, PG**

B/L Type: **Negotiable**
Voyage Ref.: **ORQZLS1NL**
Local Voyage Ref.: **08Z05**
Vessel: **HANSA REGENSBURG**

6/10/2020

**To be Printed**

#### 4) Printer selection and Printing B/L

**ORIGINAL BILL OF LADING**

0005S

BILL OF LADING NUMBER: SIJ01234567

175 000 000 euros  
ville - France  
-Telex: 401 667 F

ORIGINAL BILLS OF LADING

**Note:**

Do not print the Original if you are planning to make a special request or modification on the B/L text or content.

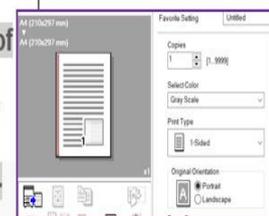
Do not forget to insert Blank OBL B/L paper into your printer before you click on "Print" button.

The "pdf" file already consists of 3 copies of the Original BL. Therefore, the Number of copies in printer selection screen **always should be ONE (1).**

**Please change Print type to 1 sided in the Print - Properties setting.**

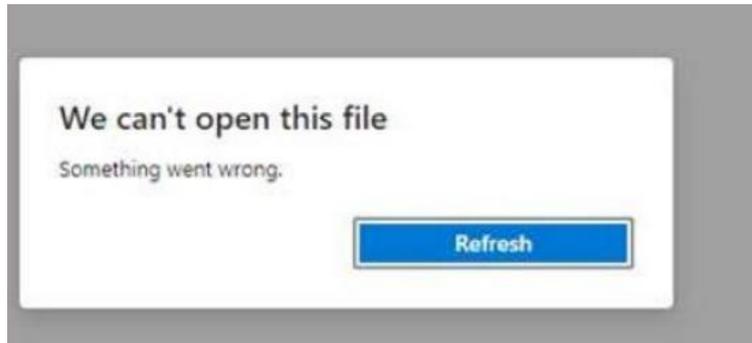
You may watch How to print your Original Bill of Lading (OBL) tutorial on YouTube - [\[Tutorial\] My CMA CGM – How to print your Original Bill of Lading \(OBL\) - YouTube](#)

In case of any questions on online BL printing on CMA CGM Group eBusiness Platform, please contact: [ecustomersupport@cma-cgm.com](mailto:ecustomersupport@cma-cgm.com).



## Troubleshooting guide for Web OBL print

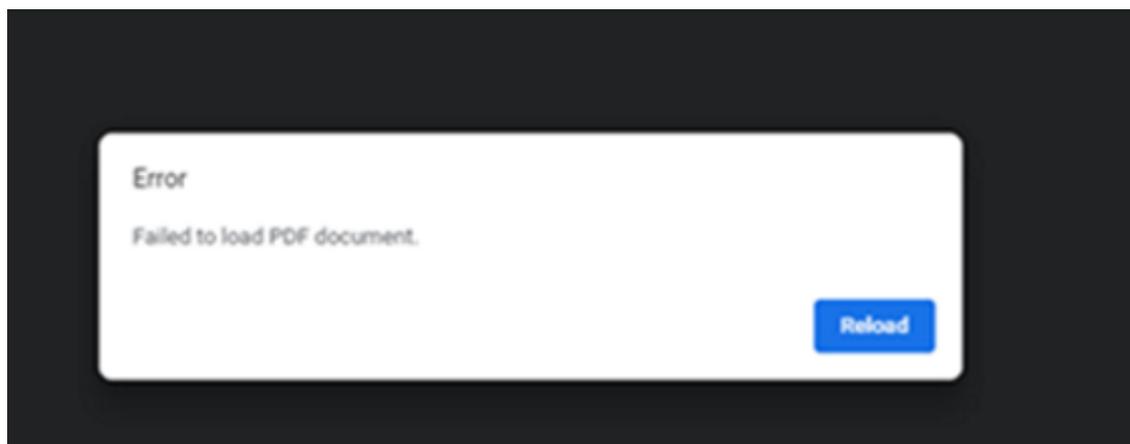
### **Error 1: We can't open this file**



**Issue:** Customer is encountering the above error when printing the OBL due to the OBL pdf is opening from the Browser. The OBL pdf needs to be downloaded and open in the Adobe to print the Web OBL.

**What should I do:** *Please update your Browser Setting (refer to Page 1) before printing OBL.*

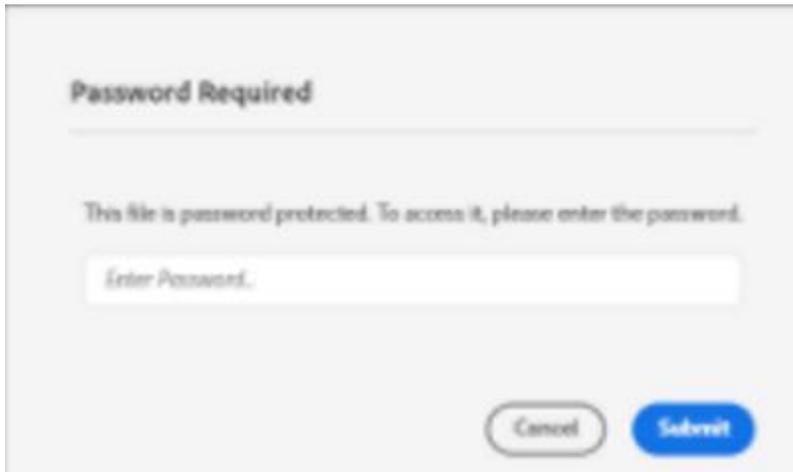
### **Error 2: Failed to load PDF account**



**Issue:** Customer is encountering the above error when printing the OBL due to the OBL pdf is opening from the Browser. The OBL pdf needs to be downloaded and open in the Adobe to print the Web OBL.

**What should I do:** *Please update your Browser Setting (refer to Page 1) before printing OBL.*

### Error 3: Password required



Issue: Customer maybe opening the OBL pdf file from some other apps.

**What should I do:** Please re-install the FileOpen plugin and update Browser Setting as per following steps:

- a) Please update Browser Setting if you are using Chrome, Microsoft Edge, and Firefox browser (Please refer Page 1). No special requirement for Internet Explorer (IE) browser only.
- b) Please uninstall + reinstall the FileOpen plugin as per steps below:

Step 1: Uninstall FileOpen plugin from your PC: (go to Control Panel\Programs and Features--->find FileOpen client->right click and uninstall)

Step 2: Please click this link:  
<http://plugin.fileopen.com/tools/FileOpenUninstallTool.exe> to download the uninstaller and run the same. This will remove all registry and cache files of previous version.

Step 3: Now download FileOpen plugin from:  
<https://plugin.fileopen.com/> and save it to PC other than to TEMP folder.

Step 4: Close all the browsers and PDF file which are in use now. Please install the saved FileOpen plugin.

Step 5: Restart the PC.

Step 6: Please install the latest "Adobe Acrobat Reader."

Step 7: Login to eBusiness to print the OBL.

Step 8: if error persists, please go to File explorer – Downloads – Find the Web OBL pdf, right click and choose Open with Adobe Acrobat Reader DC.